

APRIL 29, 2003

Commission Secretary
Office of the Secretary

Federal Communications Commission

445 12th Street, SW

Washington D.C. 20554

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MAY 2 2003

FCC - MAILROOM

Ref: [REDACTED] CG DOCKET NO 02-278

Rules and Regulations implementing the Telecommunications Consumer Protection Act of 1991

Teleperformance USA Desplaines, IL
Job Title (TSR)

I like the idea of my position to offer products that helps the consumer. Our products protect our consumers we offer credit card protection, identity theft. Are just some of the products we offer.

My job is very important to me, to be able to hold a stable position even now with employment at its lowest. Not only would this have a deep impact on me considering the idea of having to apply for unemployment alone Welfare/public aid.

This action not only affect the Telemarket but even the people who make the software and other components, the supplie

And other necessities it take to operate
the telemarketing industry.

So this ~~action~~ would have a deep impact
throughout the entire industry

So therefore I can not agree with the
National DRC list and restrictions on
Predictive Dialers.

I support Teleperformance USA's and
the American Telemarketing Association's
proposed modifications to the FTC rules.

Thank you for your full
consideration on this topic

Barbara Kry

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4-23-03

Commission's Secretary
Office of the Secretary

Federal Communications Commission

445 12th Street, SW

Washington D.C. 20554

C G Docket No. 02-278

Rules & Regulations Implementing the Telephone Consumer Protection Act of 1991

Dear Whom it may concern, I am a TSR at Teleperformance USA and we are located in Des Plaines, Illinois. I am a twenty year old college student and I really love working at my job. This job allows me to go to college full time ~~and~~ without being tired and I also have time to study even if I do work a full time shift. I am very good at selling products in which I feel are very useful to the people who ~~buy~~ we sell them to. I also like helping people in need and a lot of our programs benefit ~~the~~ parents and children for the future. This job pays for school, allows me to study without being tired, and also ~~lets~~ me helps people in need. If I were to lose my job, how ~~will~~ will I pay for school? How would I help support my family? What am I supposed to do? The only thing

I can do is to drop out of school and work in a warehouse or something in that nature because I'll be forced to do it. Just because some people complain it should not stop the well being for others who need these jobs in order to survive and support their families. I really think that we as a world of nations should come together and love each other and look over things with each other before conclusions are passed. You have ~~had~~ thousands of complaints but millions of people who work hard every day to make a living. ~~the~~ I know you guys are ~~considered~~ understanding people and want to make the right steps or decisions in business, but please take a closer look at all the dysfunctional or bad things that will take place if we all lose our jobs. Thousands of complaints, but Millions of people who work hard everyday may eventually lose ours jobs!!!

Please Help!!!

Thank you for your full consideration on this topic.

Sincerely yours,

Anthony Harris (ANTHONY HARRIS)

1810 S. Aviles, Chicago IL, 60623

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4/23/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: C-G Docket No. 02-278
Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

• Desplaines, Illinois for Teleperformance USA is where I work. I am a Representative in a calling center. I feel that my job is very important to me because it's the only source of income I have to support my family. I have met a lot of my very close friends threw my work. And it has helped me learn and helped me gain a lot of experience in my type of work I feel that the products that I offer to other people are very important and it can make a difference in other people's lives. My job is very important to me because if I didn't have this job it will be very difficult for me to find another one. The way the economy is today it will be very hard If i was to lose my job I don't have a lot of experience

in other fields and I don't have a college degree or anything like that. IF I don't have this job it would be very difficult to provide for me and my son because I am a single parent. I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Rafael Thillet Jr.
1635 Oakpark
Berwyn, Illinois, 60402

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April 23, 2003

Commissions Secretary

Office of the Secretary

Federal Communications Commission

445 12th Street, SW

Washington DC 20554

Ref: CC Docket No. 02-278

Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

I work at Teleperformance USA in Desplaines, IL, as a TSR inbound. Just recently I was hired here and was excited because having been unemployed for over a year and looking for employment I felt I was finally secure again with a job to support my family. Being employed here is great, and my job duties are pleasing because I love interacting and assisting people, and that is what my job requires. The credit card insurance that we sell here is to help people whom may be unable to make payments on their account for different reasons, and also if someone were to use their card without permission their account would be broken. We are not hurting people we are helping them. My job is just as important as anyone else's job. Without employment I cannot support my family, pay my bills, and so on. With the economy being in such a disaster, due to the war we cannot

afford anymore lay-offs. How are we supposed to survive. I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic

Schandra Johnson
3137 W Doughty
Chicago, IL 60621



"1-

To: commission's SECRETARY

FCC

445 12TH ST. S.W.

WASHINGTON D.C. 20554.

To whom it may concern,

my name is mary bonger, i have worked for Performance USA in Streator illinois for 3 1/2 years.
i have been an insurance agent for 210 years.
when i first became an agent i was 18 years old moving into my first apartment. i came here from Sacramento CA in 1985. and Streator illinois does not have alot of job opportunities.

CG DOCKET
02-21

i'm glad that the Streator facility opened because it gave the people of streator the opportunity to have a decent paying job, with great benefits. my mother works here as well and Performance USA gives my mother a chance to work, because she is getting older and there no other place in streator where she can work and receive benefits because of her age and health. if we were to lose our jobs it would hurt us more than just with finances. with what little job streator has we would need make it. i am the only family she has in the state of illinois and if she lost her job she would lose her independent life style.

my duties at Performance USA is to collect sales for the firm. we offer term life insurance and Accidental Death insurance. the streator facility offers benefits to our

customers that will protect them in case something should happen and enjoy selling insurance for this company because I know I'm offering something useful. I also like working here because I get to talk to different people around the world, that keeps things interesting.

I very strongly oppose the National DNC list and restrictions on Predictive Dialers. I support 100% of CallPerformance USA and the American Telemarketing Association's proposed modifications to the FTC rules. The customers have the right to say no and/or just hang up. Another reason I oppose the National DNC list and restrictions on Predictive Dialers is it could put lots of older out of work. Illinois has too many people on unemployment already why should we add to the list? The Altrex facility has very hard working, honest people working there so why should we suffer and worry about what might happen in the future.

A lot of people who work here can't get employment anywhere else because of one reason or another besides my mother, why should these decent people be denied the right to work and make a living.

I would like to thank you for the time
you have taken to read this letter. I would
also like to thank you for giving me the
chance to get my opinion heard.

Again I thank you!

Sincerely,

Mary Wagner

PVZ & Economy Plan 24

Steubenville, OH 43951

4-24-03

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Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St. SW.
Washington D.C. 20554.

MAY 2 2003

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~~SECRET~~ 02 278

Dear Federal Communications Commission,

My name is Dan Liptak, and I work for "Teleperformance USA" in Streator, Illinois. We do telemarketing work for Sears Roebuck and Company. I am writing to ask you to DO NOT authorize a National "Do-Not-Call" Registry. If this registry were to go into effect, many thousands of good hard working Americans would lose their jobs in a already suffering economy. I do not believe that the Federal government really wants this to happen. Do you really want to put thousands more people on welfare and unemployment? I do not think so. We telemarketers are not annoying people just calling people at their home to bother them. We at "Teleperformance USA" are not running scams. We are selling totally legitimate services for Sears Roebuck and Company, a highly distinguished corporation. The employees at my company and many more like

it are honest hard working American like everyone else in this country just trying our best to do our jobs and support ourselves and our families. Please do not take this away from us. So very many of us would never be able to find another job, so what would you be accomplishing by enacting a "National Do Not Call List"? We all work just as hard as you in Washington and everyone else in the U.S. - Please do not take away our jobs! I want you and your commission to realize that there are several other ways to protect consumers, such as company specific "do not call" lists (which my company adheres to), many devices and services to screen calls people receive, or simply saying "no thank you" and hang up the phone when we call. Once again, I am asking you to please Do Not authorize a national "Do Not Call" registry. Do not take my job from me. Thank you.

Dan Liptak
P.O. Box 752
Streator, IL 6136

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MAY 2 2003

FCC - MAILROOM

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Re: CG Docket No. 02-278

I work in Streator, Illinois at Teleperformer USA as a Telemarketing Sales Representative. This is the first actual job that I've had and I like it. The people whom I work with are excellent also. The products that I sell are also great so well. If someone were to call me selling the product Jim 100% sure that I would buy it. The people who I call are great. If their interested they go along smoothly, if not I still try. Also, I respect their decision completely if they want to be removed from the calling list. There are some people who liked to be called and some people who don't. I think that there shouldn't be a national DND because not everyone doesn't want to be called.

Also that would put myself out of a great job and millions of others. This job is very important to me because I have a two-year-old daughter. I've been working here only 6 months but it's supported me and her more than what a job at a fast-food restaurant or a grocery store would. Plus there are a lot more employees here that also have children. Also this job is a great job for a future. There are a lot of other opportunities when you're being a TSP. You can become an Agent or Account Manager, and so on. Plus when you work here and are going to school, it's a great job because it fits right in the schedule, and if you're attending college it fits right in also whether you work days or nights. So I think that if that this law passes you will be jeopardizing a lot of people's jobs.

Thank you for your full consideration on this topic.

Nicole Hirsch
30 Sherman St. Streator, Illinois, 61364

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APRIL 24, 2003

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commission's Secretary
office of the Secretary

Federal communications commission
445 12th street SW
washington D.C. 20554

Ref: CG Docket no. 02-278

Rules and regulations implementing the
Telephone consumer protection act of 1991

I work as a TSR for TelePerformance USA
call center in Streator IL, and am oppose
to the national DNC list and restrictions
Predictive Dialers and I support TelePerforma
USA'S and the american Telemarketing assoc.
Proposed modifications to the FTC rules,

I honestly feel that the products we sell
to people are a valuable service to those
who need insurance coverage at a low cost

I was born with cerebral palsy and various
disabilities, having this job has allowed me
to earn a living, have my own house and achieve
a modest level of success. The loss of which
would be devastating to me personally as
this is the only one I have been able to do fair
well for any length of time in comparison to other
jobs. I believe company specific DNC lists are
enough, without eliminating millions of good jobs
in Telemarketing.

Thank you for your consideration,
James McCumsey
1512 Union St.
Streator, IL. 61364

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MAY 2 2003

FCC - MAILROOM

Commission's SECRETARY
Office of the Secretary
FEDERAL Communications Commission
445 12TH STREET SW
Washington DC 20554

REF: CG DOCKET NO. 08-278

I AM A SUPERVISOR WITH TELEPERFORMANCE USA IN STreator IL. I HAVE BEEN EMPLOYED WITH THE COMPANY FOR EIGHT YEARS. I STARTED AS A TSR AND THEN BECAME AN AGENT AND FINALLY A SUPERVISOR. OVER THE YEARS THE LAWS HAVE CHANGED MANY TIMES AND OUR COMPANY HAS CHANGED WITH THEM BUT IF THE FCC IMPLEMENTS THE NEW LAWS IT WILL HURT MANY PEOPLE INCLUDING MYSELF. I AM A SINGLE PARENT AND SOLE PROVIDER FOR MY HOUSEHOLD, I ALSO ATTEND SCHOOL PARTIME THIS JOB ALLOWS ME TO MAINTAIN MY HOUSEHOLD AS WELL AS INCREASE MY EDUCATION. THE PRODUCTS AND SERVICES WE OFFER TO OUR CUSTOMERS ARE BENEFICIAL TO THEM AS WELL AS THEIR FAMILIES. WE OFFER PRODUCTS THAT CUST NEED AND WITHOUT US CALLING THEM THEY MAY NEVER HAVE THE OPPORTUNITY TO ACQUIRE THEM.

IF I LOSE my Job I
would no longer be able to provide
for my son and increase my education
so that my son can have a promising
future and attend college.

Thank you for your full consideration
on this topic

Catherine Michael
1406 S Vermillion
STREATOR IL 61364

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MAY 2 2003

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April, 24, 2003

Commissioner's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CC Docket No. 02-278

Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

teleperformance

I am a TSR at ~~Teleperformance~~ USA for Sears, Inc
Streator, IL. I appreciate my ~~job~~
job because it pays my bills and feeds
me. Also it provides a job for those
people who have a hard time getting
a job. We sell very useful products
that benefit our customers. So we are
doing good things for many people.
If I lose this job - I lose my
car, and if I lose my car I can't
drive to college. If I can not get
to school my whole life is ruined.
Also its hard to get a job when you
don't have a car.

I oppose the National DNC list and
restrictions on Predictive Dialers and
I don't support Teleperformance
USA's and the American Telemarketing
Associations proposed modifications
to the FTC rules.

Thank you for your consideration
on this topic.

Cara L. Willette
417 W. Bluff St.
Steator, Ill 61364

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MAY 2 2003
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COMMISSIONS SECRETARY
OFFICE OF THE SECRETARY
Federal Communication Commission
445 12th Street SW
WASHINGTON D.C. 20554

4-24-03

My name is Deborah Powers
I work at Teleperformance USA in Streamwood
Illinois. I'm writing about a new law the
FCC is trying to pass. About a National Do-
Not-Call Registry. I think it is unfair that so
many jobs can and will be lost over this.
Where I work we do have a code to put people
on the computer for anyone who says they don't
want to be called. We are told when we are
hired anyone who doesn't want to be called
code are computer do not call and we follow
the law. I talk to people every day. People
who don't want to talk to me, but a lot
who do and are happy for the call and the
product we sell. It like my job and it
keeps me in town. I'm married my hus-
band does work but i still need a second
income in my house. If i was to lose my
job there is no way i could make with
one income. I work with a lot of people
who only have one income and that's what
they live off of. At least they are working
and a lot of them are single parents. I oppose
the NATIONAL DNC list and RESTRICTIONS ON
Predictive Dialers and i DO SUPPORT
Teleperformance USA to the American

ל-364

ספראט טילטולס

309 S. 8th Street #

Dear Sarah Blomberg

ת-טאלר פון טילטולס

Model/Photocopies of the TFC cards.

The following is a list of associations that you

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4.24.03
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 L Street, SW
Washington D.C. 20554

Ref: CB Docket No. 02-278
Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

Streater SL.

TSR

My job has helped me a lot. I've learned a lot of new things, met new people and have experienced different things. Every program I've called, I've enjoyed. The services there are great. If I had lost my job I don't know what I would do. I really like this job and I'm good at my job. If I lost my job I don't know how ~~I~~ I would take care of my family. I have two children and Jim is the one that takes care of them. I've been at my job for a year and two months! This is the first

job I liked. This job means a lot to me and my family this was about a lot of people and it takes a lot of people things.

Thank you
Maria Gallegos
1008 E. Wilson Street #D